

ELECTRONIC WAITING LIST POLICY

Placement on the Waiting List: *(NOTE: A Live-in Aide/Attendant should not be placed on the Waiting List because they are not applying for housing on their own. They are living in the unit "only" to provide care for a disabled household member. They have no right of continued occupancy should the person they are caring for move out of the property. See forms RA-13 and TC-48.)*

*Do not place an additional **adult** member to an existing household on the Waiting List. This should be accomplished through "Summary Page," "Contacts," "New" tabs in the computer program. The additional adult is not applying for his/her own apartment. (Please also refer to the "Admission of Additional Members Policy.")*

Before placing an Applicant on the electronic Waiting List, the preference, program type, income level and unit type must be determined. This includes "in-house" 236, BMIR or Market residents applying for Section 8 assistance. This information is based on the information the Applicant lists on the Rental Application. **Every completed application must have the required information.** Verification of the placement (where applicable) must be done immediately. Do not wait for the Applicant screening requirement. The status of an application can be changed at any time circumstances warrant after being placed on the Waiting List. (See below for information regarding notifying the Applicant.)

Immediately after an application is received and is determined to be substantially COMPLETE as set forth in the "Application Instructions", the Applicant is placed on the electronic Waiting List in OneSite. *The date and time recorded on the application must match the date and time recorded on the OneSite Waiting List.*

Every Applicant whether his/her application is complete or incomplete must be notified of their *Waiting List Status* by way of form RS-30hr "Notice of Status of Application" that must be mailed to the Applicant within 10 days of the application submission date.

NOTE: Final eligibility for residency is not assessed at this time.

Please also see the "In-House Preference" section for information regarding unit transfers and assigning Section 8 at mixed properties slots.

Waiting List Format:

Applicants will be placed on the Waiting List for each unit size for which they meet the Occupancy Standards (see "Screening Process" section for Occupancy Standards). Remember that the unit size and status for an Applicant can be changed at anytime circumstances warrant after being placed on the Waiting List even if the appropriate bedroom size Waiting List is closed to new Applicants. Be sure to indicate which program they may qualify for: HUD - S/8, 236, or BMIR.

THE WAITING LIST IS MAINTAINED IN STRICT CHRONOLOGICAL ORDER BY COMPLETED APPLICATION DATE AND TIME (date of receipt) regardless of preference, income level, elderly status or unit type.

The requirements for keeping and maintaining the electronic Waiting List can be found in the HUD Handbook 4350.3, REV-1, Change 3, Chapter 4, Paragraph 4-18.

Binder:

The Waiting List “Binder” must never leave the property’s Management Office.

A copy of this HUD policy will be found in the “front” of the binder; and, printed copies of the electronic Waiting List will be kept as follows:

A letter sized 3-ringed notebook will be used to store the Waiting list monthly information. The binder will have separate “tabs” for each bedroom size at the property, Unit Transfers, monthly Income Targeting Reports, and Current Annual Income Limits.

Printing the Waiting List:

All HUD sites are currently using the OneSite Electronic Waiting List format. The Waiting List will always be printed at voucher time as follows:

- Go to the “Reports, SDE and Tasks” tab
- Choose “All Reports”, go to page 8 and choose “Waiting List”
- Click on “Generate”
- When the window pops up there are several items on the screen that need to be checked – these items will be the “same” every time you print the full Waiting List monthly. The items are as follows:

At the “top” of the window ensure that “Now” is marked. Next ensure that “Format states “PDF”. Do “not” mark later. If you are e-mailing the completed report to someone, then you may enter that e-mail address on the line provided.

Parameters: Mark the following:

“Run report for” – first of the month (at voucher time)

“Wait Lists” - Master

“Bedrooms” – run 1 BD, then 2 BD, etc. (separately)

“First Sort” – Application Date and Time

“Second Sort” –by Waiting List Position

“Select Statuses as follows: Active, Active (with offer) Canceled, Failed to respond, etc. Make sure that all boxes are checked.

Include:

“Notes” and “Pass over information” NOTE: **Do not include race, ethnicity and gender.**

Ensure that all boxes as listed above are checked/marked so that a full waiting list report will print – all activity and statuses.

Monthly Requirements: At voucher time, the electronic Waiting List will be sorted (as listed above) printed, and filed under the relevant “tabbed” sections of the binder. (*The Income Targeting Report will also be added monthly.*) The most current month will be placed on “top” of the prior month and labeled: January 2011, February 2011, etc. (Post-it flags work well for this.)

The Waiting List binder must be made available for review by the Owner, Property Supervisor, Occupancy Supervisor or HUD representatives upon request.

The Waiting List binder must *never* leave the property office. Due to the volume of printed copies of the Waiting List over the year, Property Managers will place the “prior” year’s waiting list pages in a folder labeled: Waiting List for “Year” (i.e. folder for 2010, 2011, etc.). This folder will be placed in a **permanent easily available place** in the Management Office in chronological order by year. The Waiting List can never be purged or re-written.

NOTE: A copy of the HUD Income Limits for “each” year must be kept in the current Waiting List binder as a reference to income eligibility circumstances at the time of the application.

Failure to follow HUD Waiting List requirements on the Waiting List can lead to criminal charges, penalties, fines and employee dismissal. Never “jump” Applicants on the Waiting List. (See below for additional information regarding Extremely Low Income Applicants.) Always adhere to Management and Government policies for Applicant selection. NO EXCEPTIONS!

Always remember to send an RS-30hr “Notice of Status of Application” when adding an Applicant to the Waiting List and at any time the Applicant’s Waiting List status changes – this includes removal from the Waiting List (including unit transfers-RS-30out).

Required Preferences:

For HUD Properties That Are Section 8, 236, BMIR, 515-S8, 202-S8 & Elderly:

- 1 - Displacee:** a) an action by the United States government; or, b) natural disaster as declared by the President of the United States. If an Applicant were applying as a result of being displaced, they would have a preference for an immediate move-in. The circumstances must be verified. This will mean that other Applicants may be passed over.
- 2 - Extremely Low Income Households:** (Does not apply to 236 or BMIR programs.) Households earning 30% or less of the area Median income (See HUD income limit chart, updated annually.) Refer to the “Income Level” section below for further information and monitoring.
- 3- Veterans:** A person who is serving or has served in the active duty military, naval or air service and who was discharged or released under conditions other

than dishonorable” (38 USC 101(2)).

4- All Other Applicants

Income Level:

The Applicant’s gross income must be *at or below* the HUD Income Limit requirements to be eligible to remain on the Waiting List and for residency at the property. These limits will either be “Low” (80% level) or “Very Low” (50% level) depending on when the Property’s *original* Housing Assistance Payments Contract was signed. This will vary per property. Please see the attached “Income Level/Program Type Chart” section for the correct limit for the property.

Any Applicant household at or below the “Very Low” or “Extremely Low” income level will automatically qualify to be placed on the Waiting List at any Section 8 property.

Extremely Low-Income Households (ELI) (*Income Targeting*): This ***pertains to ALL HUD Section 8 Rental Assistance programs only***. This applies to both move-in and Initial admissions. For example, if an Initial certification is processed to move a tenant from Section 236 or Market to Section 8 assistance it must be included in the Income Targeting evaluation. Managers must ***target*** Applicant households earning 30% or less of the area Median income (See HUD income limit chart, updated annually). At least **40%** of the total annual admissions to Section 8 units must be filled with ***extremely low-income*** households.

To monitor this percentage, Property Managers will give preference to Applicants at or below the **ELI** limit. Because this percentage will change with every *move in and Initial certification*, Property Managers will run an “Income Targeting Report” report ***monthly*** as an additional method of tracking the ELI requirement.

NOTE: If the property has a *current* monthly Income Targeting level of **45% or higher**, Property Managers may choose someone other than an extremely low income Applicant for admission ***“unless”*** an ELI Applicant would be next on the Waiting List by date and time. Then the ELI Applicant would need to be processed.

This means that Low or Very Low income Applicants (as applicable to the site) will be periodically passed over on the Waiting List to accommodate the **ELI** percentage.

Should the Applicant’s income exceed the income level requirements for the property at any time, an RS-30hr must be sent to notify the Applicant that they are no longer eligible to remain on the Waiting List or to be admitted for residency.

Unit Type:**Elderly:**

This designation must be entered on the Waiting List to indicate that “Elderly Units” have been set aside at a property per their government contract. Applicants must be age 62 years or older, or, at least 18 years of age and older, and be disabled to qualify for these units. ***NOTE: If this is a HUD 202 PRAC, HUD 202 or 231 property Applicants must be at least 62 years of age to qualify for this type of unit.***

Accessible:

Applicants whose household, (according to self-assessment indicated by applicable boxes checked on the Rental Application RS-1hr) includes a physically disabled individual who would benefit from and desire an “accessible” unit. This information must be indicated on the Waiting List. *If this is a HUD 202 (not PRAC) or 231 property the Head, Co-Head or Spouse must be at least 18 years of age or older, meet the HUD disability requirements and need/require the accessibility features of this unit prior to move-in.*

Removal from the Waiting List:

Once an Applicant is placed on the Waiting List, he/she can only be removed under the following circumstances. Applicants cannot be removed unless an approved “circumstance” has been chosen:

1. Failure of the Applicant to renew the active status of the application every 6 months as required in the “Application Processing” section.
2. Voluntary withdrawal of the application by the Applicant.
3. Inability of Management to contact the Applicant;
4. Applicant refusal of a unit as set forth in the “Applicant Selection” section in company policy.
5. Failure to comply with Management’s requests for information, including but not limited to: household composition, household identification, social security numbers, income and assets, special unit type requirements, citizenship, etc.
6. Failure of the Applicant to meet the “Screening Process” policy in regard to “Eligibility Criteria”, “Occupancy Standards”, “Lease Compliance Standards”.
7. Applicant meets/passes the requirements in the “Screening Process” policy and moves into a unit.

IN ALL CASES OF REMOVAL, the Applicant will be mailed, within 10 days, a “Notice of Status of Application” (RS-30hr) stating the reason for removal. In addition, it is ***mandatory*** that a copy of each and every RS-30hr produced for an Applicant be attached to the appropriate application.

The Applicant has the right to respond to Management in writing or to request an informal meeting to discuss the rejection of their application. Any meeting to discuss the Applicant’s rejection must be conducted by a member of Management’s staff who was not involved in the initial decision to deny admission or assistance.

Within 5 business days of Management’s response or meeting, Management must advise the Applicant in writing of the final decision on eligibility.

If the reason for the rejection is not remedied in a satisfactory manner within 3 to 5 business days from Management’s response or meeting, a written complaint may be submitted to the Management Agent’s Office at the address specified on the (RS-30hr) “Notice of Status of application” form.

In the event that an Applicant is removed from the Waiting List and subsequently the Owner/Owner’s Agent determines that an error was made in removing the Applicant, the Applicant must be ***“reinstated” at the “original” application date and time***. A new “Notice of Status of Application” (RS-30hr) will be mailed to the Applicant to confirm the correction.

Changes to the Resident Selection Plan or Policies:

In the event that a new or revised “Resident Selection Plan or Policy” is implemented that could affect an Applicant’s eligibility for housing or tenancy, Management will notify persons on the “Waiting List” immediately, via mail. The letter will include information regarding the change or changes and that they need to contact Management right away to update their “Waiting List” status. If the change causes an application to be removed from the “Waiting List”, the Applicant will be sent a “Notice of Status of Application” (Form RS-30hr) to confirm their removal from the “Waiting List”.

Record-Keeping:

The Applicant’s file should be available for review by the Applicant upon request or by a third party who provides the Applicant’s signed authorization for access. This does not apply to the credit/criminal report supplied by the reporting or verifying agency. The file should also be available to the Owner, Owner’s Agent, Auditors, HUD staff, and other regulatory government agencies.